

Communication and Engagement Skills (HEA1023M)

View Online



1.

Moss, B., Moss, B.: Communication skills in health and social care. SAGE, Los Angeles (2015).

2.

Tuckman, B.W.: Developmental sequence in small groups. Psychological Bulletin. 63, 384-399 (1965). <https://doi.org/10.1037/h0022100>.

3.

Tuckman, B.W., Jensen, M.A.C.: Stages of Small-Group Development Revisited. Group Facilitation: A Research & Applications Journal. 10, 43-48 (2010).

4.

Social Care Institute for Excellence (SCIE), <http://www.scie.org.uk/>.

5.

Back, K., Back, K.: Assertiveness at work: a practical guide to handling awkward situations. McGraw-Hill, London (2005).

6.

Douglas, T.: A theory of groupwork practice. Macmillan, Basingstoke (1993).

7.

Egan, G., McGourty, R.: Exercises in helping skills: a manual to accompany 'The skilled helper'. Brooks/Cole, Pacific Grove, CA (2002).

8.

Egan, G.: The skilled helper: a problem-management and opportunity-development approach to helping. Brooks/Cole Cengage Learning, Belmont, Calif (2014).

9.

Egan, G.: The skilled helper: a client-centred approach. Cengage Learning, Andover (2014).

10.

Gillen, T., Institute of Personnel and Development: Assertiveness. Institute of Personnel and Development, London (1997).

11.

Riggall, Sally: Using counselling skills in social work. Sage/Learning Matters, Los Angeles (2012).

12.

Hanna, F.J., Hanna, C.A., Keys, S.G.: Fifty strategies for counseling defiant, aggressive adolescents: Reaching, accepting, and relating. Journal of Counseling and Development. 77, 395-404 (1999).

13.

Hartley, P., Dawson, M.: Success in groupwork. Palgrave Macmillan, Basingstoke (2010).

14.

Honey, P., Chartered Institute of Personnel and Development: Improve your people skills. CIPD, London (2001).

15.

Howe, D.: Empathy: what it is and why it matters. Palgrave Macmillan, Basingstoke (2013).

16.

Jones, D.P.H., Mylibrary: Communicating with vulnerable children: a guide for practitioners. Gaskell, London (2003).

17.

Koprowska, J.: Communication and interpersonal skills in social work. Learning Matters, Exeter (2008).

18.

Lishman, J., Lishman, J.: Communication in social work. Palgrave Macmillan, Basingstoke (2009).

19.

Miller, L.: Counselling skills for social work. SAGE, London (2006).

20.

Milner, P., Carolin, B.: Time to listen to children: personal and professional communication. Routledge, London (1999).

21.

Musson, P.: Effective writing skills for social work students. Learning Matters, Exeter (2011).

22.

Nelson, T.D.: Handbook of prejudice, stereotyping, and discrimination. Psychology, Hove (2009).

23.

Preston-Shoot, M.: Effective groupwork. Palgrave Macmillan, Basingstoke (2007).

24.

Riggall, S.: Social work students' experiences of using the Egan Skilled Helper model. Journal of practice teaching and learning. 11, 37–53 (2011).
<https://doi.org/10.1921/175951511X651940>.

25.

Rogers, C.R., Freiberg, H.J., Rogers, C.R.: Freedom to learn. Merrill, New York (1994).

26.

Rogers, C.R., Kramer, P.D.: On becoming a person: a therapist's view of psychotherapy. Houghton Mifflin, New York (1995).

27.

Sutherland, S., Stroot, S.: The Impact of Participation in an Inclusive Adventure Education Trip on Group Dynamics. Journal of Leisure Research. 42, 153–176 (2010).

28.

Thompson, N.: People skills. Palgrave Macmillan, Basingstoke (2009).

29.

Thompson, N., Campling, J.: Communication and language: a handbook of theory and practice. Palgrave Macmillan, Basingstoke (2003).

30.

Thompson, S., Thompson, N.: *The critically reflective practitioner*. Palgrave Macmillan, Basingstoke (2008).

31.

Thompson, N., Thompson, N.: *Effective communication: a guide for the people professions*. Palgrave Macmillan, Basingstoke (2011).

32.

Trevithick, P.: The knowledge base of groupwork and its importance within social work. *Groupwork*. 15, 80–107 (2005).

33.

Caris-Verhallen, W.M.C.M., Kerkstra, A., Bensing, J.M.: Non-verbal behaviour in nurse-elderly patient communication. *Journal of Advanced Nursing*. 29, 808–818 (1999). <https://doi.org/10.1046/j.1365-2648.1999.00965.x>.

34.

Winstanley, D.: *Personal effectiveness: a guide to action*. Excel Books, New Delhi (2009).

35.

Woodcock Ross, J.: *Specialist communication skills for social workers: focusing on service users' needs*. Palgrave Macmillan, Basingstoke (2010).

36.

Wosket, V.: *Egan's skilled helper model: developments and applications in counselling*. Routledge, Hove, East Sussex (2006).

37.

Borg, M., Kristiansen, K.: Recovery-oriented professionals: helping relationships in mental health services. *Journal of Mental Health*. 13, 493–505 (2004).
<https://doi.org/10.1080/09638230400006809>.

38.

Dickson, A., Charlesworth, K.: *A woman in your own right: assertiveness and you*. Quartet, London (1982).

39.

Egan, G., McGourty, R.: *Skilled helping around the world*. Brooks/Cole, Belmont, CA (2002).

40.

Forrester, D., Kershaw, S., Moss, H., Hughes, L.: Communication skills in child protection: how do social workers talk to parents? *Child & Family Social Work*. 13, 41–51 (2008).
<https://doi.org/10.1111/j.1365-2206.2007.00513.x>.

41.

Healy, K., Mulholland, J.: *Writing skills for social workers*. SAGE, London (2007).

42.

Nelson-Jones, R.: *Basic counselling skills: a helper's manual*. SAGE, London (2012).

43.

Reid, H.L., Westergaard, J.: *Effective counselling with young people*. Learning Matters, Exeter (2011).

44.

Rew, M., Ferns, T.: *Conflict management. A balanced approach to dealing with violence*

and aggression at work. *British Journal of Nursing*. 14, 227–232 (2005).

45.

Rogers, C.R., Kirschenbaum, H., Henderson, V.L.: *The Carl Rogers reader*. Constable, London (1990).

46.

Seden, J.: *Counselling skills in social work practice*. Open University Press, Maidenhead (2005).

47.

Sharry, J.: *Solution-focused groupwork*. SAGE, Los Angeles, Calif (2007).

48.

Stroebe, M., Schut, H.: The dual process model of coping with bereavement: rationale and description. *Death Studies*. 23, 197–224 (1999).
<https://doi.org/10.1080/074811899201046>.

49.

Thompson, Neil, Campling, Jo: *Communication and language: a handbook of theory and practice*. Palgrave Macmillan, Basingstoke (2003).

50.

Watts, R.E., Garza, Y.: Using Children's Drawings to Facilitate the Acting 'As If' Technique. *Journal of Individual Psychology*. 64, 113–118 (2008).

51.

Woodcock, J., Tregaskis, C.: Understanding Structural and Communication Barriers to Ordinary Family Life for Families with Disabled Children: A Combined Social Work and Social Model of Disability Analysis. *British Journal of Social Work*. 38, 55–71 (2008).
<https://doi.org/10.1093/bjsw/bcl065>.

52.

Worden, J.W.: Grief counselling and grief therapy: a handbook for the mental health practitioner. Routledge, London (2010).

53.

Hurley, J., Linsley, P.: Emotional intelligence in health and social care: a guide for improving human relationships. Radcliffe Publishing, London (2012).

54.

Koprowska, J.: Communication and interpersonal skills in social work. Learning Matters, London (2014).

55.

Lefevre, M.: Communicating with children and young people: making a difference. Policy Press, Bristol (2010).

56.

Lindsay, T., Orton, S.: Groupwork practice in social work. Learning Matters, Exeter (2008).

57.

Lindon, J., Lindon, L.: Mastering counselling skills. Palgrave Macmillan, Basingstoke (2008).

58.

McBride, P.: The assertive social worker. Arena, Aldershot (1998).